This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims

Please amend the claims as follows:

1.   (Currently Amended) A method for designing a coordinated content management and delivery system comprising the acts of:

obtaining information indicative of a client environment;

determining by computer key considerations related to the client environment, the key considerations comprising: what combinations of channels and related devices are to be supported and what content related processes are needed are needed to support publishing;

providing by computer key processes for use in developing a solution to a system design problem, the system design problem being the determination of what content management and delivery products and processes to implement, and how to implement them, wherein the key processes comprise:

workflow tracking for content elements,

capture and use of at least one customer's user preferences,

application of business rules to user preferences to determine future content development,

access control for the content management system, and

metadata capture including author, date of creation and topic; and

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applying by computer these key considerations and processes to the system design problem with the assistance of a framework showing basic content management and delivery element relationships, whereby such a solution to the system design problem is produced.

2.   (Previously Presented): The method of claim 1 wherein the solution to the system design problem includes facilities whereby coherent sales, training, electronic learning or marketing campaigns are efficiently generated to web-based and other clients.

3.   (Previously Presented): The method of claim 2 wherein the solution to the system design problem includes facilities whereby transaction processing and execution are monitored and captured for adding data to a target customer's profile.

4.   (Previously Presented): The method of claim 1 wherein the framework is a formalized framework for supporting assessment of needs, and planning and implementing of content management solutions.

5.   (Previously Presented): The method of claim 4 wherein the formalized framework is used to guide discussions about desired capabilities of the desired content management and delivery system.

6. (Previously Presented): The method of claim 5 wherein through the use of this formalized framework and associated processes and considerations, a meaning of content management is developed and a set of process considerations required for this definition of content management is provided.

7. (Previously Presented): The method of claim 5 wherein through the use of this formalized framework and associated processes and considerations, an assessment of business capabilities to be supported is made.

8. (Previously Presented): The method of claim 7 wherein through the use of this formalized framework and associated processes and considerations, an effective design solution is achieved including an assessment of available products and services.

9. (Currently Presented): A system for use in designing a coordinated content management and delivery system comprising:

an associated logic mechanism for obtaining information indicative of a client environment;

a first logic mechanism for determining key considerations related to the a client environment, the key considerations comprising: what combination of channels and related devices are to be supported and what content related processes are needed to support publishing;

a second logic mechanism for determining key processes for use in developing a solution to a system design problem, the system design problem being the determination of what content management and delivery products and processes to implement, and how to implement them, wherein the key processes comprise:

workflow tracking for content elements,

capture and use of at least one customer's user preferences,

application of business rules to user preferences to determine future content development,

access control for the content management system, and

metadata capture including author, date of creation and topic; and

applying these key considerations and processes to the system design problem with the assistance of a framework showing basic content management and delivery element relationships, whereby such a solution to the system design problem is produced.

10. (Previously Presented): The system of claim 9 wherein the solution to the system design problem includes computer based facilities whereby coherent sales, training, electronic learning or marketing campaigns are efficiently generated to web-based and other clients.

11. (Previously Presented): The method of claim 10 wherein the solution to the system design problem includes computer based facilities whereby transaction processing and execution are monitored and captured for adding data to a target customer's profile.

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12.   (Previously Presented): The system of claim 9 wherein the framework is a formalized framework for supporting assessment of needs, and planning and implementing of content management solutions.

13.   (Previously Presented): The system of claim 12 wherein the formalized framework is used to guide discussions about desired capabilities of the desired content management and delivery system.

14.   (Previously Presented): The system of claim 13 wherein through the use of this formalized framework and associated processes and considerations, a meaning of content management is developed and a set of process considerations required for this definition of content management is provided.

15.   (Previously Presented): The system of claim 13 wherein through the use of this formalized framework and associated processes and considerations, an assessment of business capabilities to be supported is made.

16.   (Previously Presented): The system of claim 15 wherein through the use of this formalized framework and associated processes and considerations, an effective design solution is achieved including an assessment of available hardware and software products and services.

17.   (Previously Presented): The method of claim 1, wherein

the workflow tracking for content elements includes tracking for review status and access privileges;

the at least one customer's user preferences include an access record associated with user preferences;

the application of business rules to user preferences includes input templates for input characteristics of content elements and display templates for display characteristics of content elements;

the access control of content management includes access control for creating, reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for categorizing content elements and corresponding keyword values for the one or more fields.

18.   (Previously Presented): The method of claim 1, wherein

the framework includes a content delivery system and a content development and management system connected to the content delivery system, and

the method further comprises:

receiving planning input at the a content development and management system from a planning unit;

processing the planning input at the content development and management system to determine planning output and content elements;

receiving planning output at the planning unit from the content

development and management system;

receiving content elements at the content delivery system from the content

development and management system;

assembling content elements at the content delivery system to determine

customer output; and

receiving customer output at the customer unit from the content delivery

system.

19. (Previously Presented): The method of claim 18, wherein

the workflow tracking for content elements includes tracking for review status

and access privileges;

the at least one customer's user preferences include an access record associated

with user preferences;

the application of business rules to user preferences includes input templates for

input characteristics of content elements and display templates for display characteristics

of content elements;

the access control of content management includes access control for creating,

reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for

categorizing content elements and corresponding keyword values for the one or more

fields.

20. (Previously Presented): The system of claim 9, wherein

the workflow tracking for content elements includes tracking for review status and access privileges;

the at least one customer's user preferences include an access record associated with user preferences;

the application of business rules to user preferences includes input templates for input characteristics of content elements and display templates for display characteristics of content elements;

the access control of content management includes access control for creating, reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for categorizing content elements and corresponding keyword values for the one or more fields.

21. (Previously Presented): The system of claim 9, wherein the framework includes:

a content development and management system that receives planning input from a planning unit and provides a planning output to the planning unit;

a content delivery system that receives content elements from the content development and management system, assembles customer output from the content elements, and provides the customer output to a customer unit.

22. (Previously Presented): The system of claim 21, wherein

the workflow tracking for content elements includes tracking for review status and access privileges;

the at least one customer's user preferences include an access record associated with user preferences;

the application of business rules to user preferences includes input templates for input characteristics of content elements and display templates for display characteristics of content elements;

the access control of content management includes access control for creating, reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for categorizing content elements and corresponding keyword values for the one or more fields.

23.   (Currently Amended): Computer-readable media tangibly embodying a computer program for designing a coordinated content management and delivery system, the computer program comprising executable instructions for:

obtaining information indicative of a client environment;

determining key considerations related to the client environment, the key considerations comprising: what combination of channels and related devices are to be supported and what content related processes are needed to support publishing;

providing key processes for use in developing a solution to a system design problem, the system design problem being the determination of what content

management and delivery products and processes to implement, and how to implement them, wherein the key processes comprise:

workflow tracking for content elements,

capture and use of at least one customer's user preferences,

application of business rules to user preferences to determine future content development,

access control for the content management system, and

metadata capture including author, date of creation and topic; and applying these key considerations and processes to the system design problem with the assistance of a framework showing basic content management and delivery element relationships, whereby such a solution to the system design problem is produced.

24.   (Previously Presented): Computer-readable media as claimed in claim 23, wherein the workflow tracking for content elements includes tracking for review status and access privileges;

the at least one customer's user preferences include an access record associated with user preferences;

the application of business rules to user preferences includes input templates for input characteristics of content elements and display templates for display characteristics of content elements;

the access control of content management includes access control for creating, reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for categorizing content elements and corresponding keyword values for the one or more fields.

25.   (Previously Presented): Computer-readable media as claimed in claim 23, wherein the framework includes a content delivery system and a content development and management system connected to the content delivery system, and the computer program further comprises executable instructions for:

receiving planning input at the a content development and management system from a planning unit;

processing the planning input at the content development and management system to determine planning output and content elements;

receiving planning output at the planning unit from the content development and management system;

receiving content elements at the content delivery system from the content development and management system;

assembling content elements at the content delivery system to determine customer output; and

receiving customer output at the customer unit from the content delivery system.

26.   (Previously Presented): Computer-readable media as claimed in claim 25, wherein:

the workflow tracking for content elements includes tracking for review status and access privileges;

the at least one customer's user preferences include an access record associated with user preferences;

the application of business rules to user preferences includes input templates for input characteristics of content elements and display templates for display characteristics of content elements;

the access control of content management includes access control for creating, reading, updating, deleting, and approving content elements; and

the metadata capture includes a taxonomy having one or more fields for categorizing content elements and corresponding keyword values for the one or more fields.